

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0227979	10. Budget Program Number 117-23311		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Administrative Officer			
3. Division West Region			12. Proposed Class Title			
4. Section Executive	For  Use  By  Personnel  Office	13. Allocation				Position Number
5. Unit Regional Director		14. Effective Date				
6. Location (address where employee works)  City Manhattan County Riley		15. By	Approved			
7. (circle appropriate time) Full time X Perm.unclass Inter. Part time Temp. %		16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 am AM/PM To: 5:00 pm AM/PM	17. Audit Date: By: Date: By:					

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

This position provides a variety of administrative support functions for the West Regional Director and the Leadership Team under minimal direction. Duties include telephone contacts with client and community members for the purpose of directing or responding to questions or concerns; providing support at agency and community meetings; typing and on some occasions composing internal and/or external correspondence utilizing the computer for high level projects. Exceptional customer service skills to internal and external customers are required.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Pamela Beach	West Regional Director	K0204968

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Pamela Beach	West Regional Director	K0204968

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Employees at this level usually receive a general outline of the work to be performed and are generally free to develop their own sequences and methods within the scope of established policies. New, unusual, or complex work situations are almost always referred to a superior for advice. Employee should have extensive experience with computer software including: Word, Power Point, Excel and data bases. Experience with scheduling meetings, community events etc. Experience handling confidential information.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
		These job tasked are reviewed by the Regional Director upon completion for accuracy and timeliness.
1 35%	E	Coordinates day to day activities to relieve the Regional Director and other leadership team members of routine matters; responds to contacts and inquiries to the Regional Director and other leadership team members in order to resolve routine questions and properly direct more complex matters. Using independent judgement, determines what information requires immediate attention of the Regional Director or other leadership team members, and delegates or refers other matter to various staff or departments. Maintains calendars, appointments and schedules for Regional Director.
2 30%	E	Maintains records for the Regional Director and other leadership team members related to office activities pertaining to personnel, purchasing, travel and related activities. Maintains reports through the use of computer spreadsheets and data base software. Prepares correspondence in accordance with established policies and procedures; types a variety of material, including administrative and public reports for reproduction and distribution; prepares worksheets and tables, types legal documents and correspondence, performs limited research, assists other key top level agency administrators with administrative tasks as requested.
3 25%	E	Schedules and/or participates in workshops, conferences, training, and meetings or related activities in the Regional Director or other leadership team member absence, or as directed to do by the Regional Director. Promotes positive public relations by attending professional and community meetings as requested by the Regional Director.
4 10%	E	Completes special assignments to support the West Regional Director or leadership team members.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.
- | Name | Title | Position Number |
|------|-------|-----------------|
|------|-------|-----------------|

23. Which statement best describes the results of error in action or decision of this employee?
- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
  - (X ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
  - ( ) Major program failure, major property loss, or serious injury or incapacitation.
  - ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to complete an assignment could cause injury, loss of state funding and may not meet Federal, State and DCF regulations and requirements.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact is made with both support and professional level DCF staff to share information and to coordinate agency services. Daily contact is also made with program staff and the general public to answer questions and direct inquiries as appropriate. Frequent contact is made with staff of other governmental or community social services.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Occasional irate or abusive callers or visitors. Work environment involves normal everyday hazards or discomforts typical of offices. Comfortable levels of temperature, ventilation, lighting and sounds are inherent in the work environment. Exposures to deviations from pleasant environment conditions are occasional.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily use of personal computer, telephone, copier, fax machine, printer, postage meter and calculator.

### PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Four years of experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency.

Education - General

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Education or Training - special or professional

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Licenses, certificates and registrations

Driver's license.

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Special knowledge, skills and abilities

Experience using word processing software and spreadsheets, ie MS Word, Excel, etc.

Experience in maintaining databases and composing correspondences.

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Experience - length in years and kind

Four years of experience in general office, clerical and administrative support work.

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must gain and maintain security clearance throughout employment.

Must have ability to work independently.

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date